

East Sunderland Area Committee

12 November 2018

'The Path to Excellence – phase two' public and stakeholder engagement: Join our journey

Local hospital services in South Tyneside and Sunderland provide great care delivered by highly committed teams of NHS staff. Phase Two of the Path to Excellence programme aims to build on these strengths and successes but also make sure we plan and prepare for the tidal wave of pressures we know are facing the NHS. Since 2016, our hospital teams have been working closely together, putting us in a very strong position to embrace the opportunities ahead and ensure a strong and vibrant future for both our local hospitals.

Local NHS partners are working together, across organisational boundaries, to address the pressures facing the NHS and Path to Excellence Phase Two is just one small part of how we **transform ALL care locally**. Changing hospital care alone will not solve the pressures facing the NHS and by working together we want to:

- Help people to stay fit and well so that they do not become unwell in the first place
- Improve community-based care outside of hospital which is close to peoples' homes
- Improve the health outcomes for people living in South Tyneside and Sunderland

Why do we need to change?

1. No change isn't an option – we need to solve the pressures facing the NHS

We cannot stay as we are if we want to keep providing high quality patient care – this is our driving force for change.

2. Workforce pressures – we need to address staff shortages and an ageing workforce

We face daily challenges to staff our wards and departments to a consistently safe level putting extra stress and strain on our amazing NHS staff.

3. Future demographic changes – we need to adapt because people are living longer

We have an ageing population. More people are now living with long-term conditions, surviving longer and increasing in number thanks to advances in medicine and technology. In the years ahead this will add even more demand for services.

4. Quality improvements needed – we need to embrace opportunities for improvement

There is too much unacceptable variation between our local hospitals that we must improve.

5. Finance pressures – we need to make better use of the financial resources allocated to our local health services

Our services currently cost more to deliver than the funding we have available and we must think innovatively about how we maximise our resources.

How do we plan to address these challenges?

Phase Two of the Path to Excellence programme involves the following key areas of hospital-based care and thinking about potential solutions for the future:

- **Emergency care and acute medicine** – the care provided when patients arrive at the Emergency Department or need emergency admission to hospital
- **Emergency surgery** - the care provided when patients are admitted to hospital as an emergency and require an immediate operation
- **Planned care (including surgery and outpatients)** – the care provided when patients are referred to hospital by their GP for a test, scan, treatment or operation.

In addition, we are also thinking about how we improve and develop clinical support services across both hospitals such as therapy services, clinical pharmacy and radiology services.

Our ambitions

Working together as bigger, stronger and more resilient clinical and nursing teams across both hospitals will help us reduce our reliance on temporary staff and attract more people to join us permanently. Our teams are already working towards creating a shared vision for each clinical service area which will look to deliver care differently in future and aim to:

- Work towards achieving 7-day consultant-led emergency care services
- Deliver the right care, at the right time, by the right person, in the right place
- Maximize the skills and expertise of our staff
- Improve access to services in the community
- Use technology to increase efficiency and improve patient experience
- Drive out duplication and waste

We believe doing this will be better for patients, improve quality of care, improve patient outcomes and experiences and make the best use of the financial resources we have available.

Phase Two - Engagement activity to date

Our engagement work on Phase Two of the Path to Excellence programme started back in December 2017 working with staff across both Trusts to understand the key challenges they face on a daily basis and where we need to improve. Hundreds of frontline staff have been involved in discussions over the past ten months and their feedback has been shared with our clinical design teams to develop the case for change for Phase Two.

We have also spoken to hundreds of patients as part of our Phase Two listening exercise which started back in February 2018 to help us understand people's views and recent experiences of using emergency care services or coming into hospital for planned care in South Tyneside and Sunderland. In July 2018, we published our draft 'Case for Change' for Phase Two of the Path to Excellence programme which summarises all of our work to date led by our clinical design teams, including feedback from our staff and patients. It explains why we need to continue working together to improve care for patients and create local hospital services which are fit for the future.

What happens next?

From Saturday 13 October and over the next eight weeks, we will be out and about visiting local communities, speaking to patients using local hospitals and healthcare services and attending a series of key stakeholder meetings to share our draft 'Case for Change' for Phase Two and help people understand why local hospital services must change for the future.

Date	Time	Location
Saturday 13 October	9am – 5pm	Pallion Health Centre, Sunderland
Monday 15 October	9am – 5pm	Houghton Primary Care Centre
Tuesday 16 October	10am – 4pm	South Shields Asda
Monday 22 October	10am – 3pm	Ingham Wing Main Entrance, South Tyneside District Hospital
Thursday 25 October	10am – 3pm	Main Outpatients, Palmer Community Hospital
Thursday 25 October	10am – 4pm	South Shields Asda
Monday 29 October	10am – 3pm	Kayll Road Entrance, Main Concourse Sunderland Royal Hospital
Tuesday 30 October	9am – 5pm	Grindon Lane Primary Care Centre, Sunderland
Wednesday 31 October	9am – 5pm	Bunny Hill Primary Care Centre, Sunderland
Friday 2 November	10am – 3pm	Main Outpatients Entrance, Sunderland Eye Infirmary
Wednesday 7 November	9am – 5pm	Cleadon Park Primary Care Centre
Thursday 8 November	9am – 5pm	Flagg Court Health Centre, South Shields
Friday 9 November	9am – 5pm	Washington Primary Care Centre

Our planned activity aims to socialise the issues, explain the current gaps in quality, and allow an opportunity for patients and the public to understand why we must change and share their views on what's important to them when accessing hospital services and receiving hospital care. It will also provide stakeholders and the public with opportunities to influence the process, providing decision makers with valuable insight about the draft 'Case for Change'.

How can you help?

We would appreciate your support in helping us to spread information about Phase Two of the Path to Excellence programme. In addition to our roadshow activity above, we will be attending local meetings including area committees, VCS networks, patient groups and key stakeholder briefings across South Tyneside and Sunderland. If there are any forums which you would like us to attend please do let us know.

We also have a number of materials about Phase Two – we are happy to provide copies of these so that you can distribute these within your networks:

- Draft case for change and summary document
- Easy Read version of draft case for change
- Video animation on draft case for change (available at www.pathtoexcellence.org.uk) which explains some of the pressures and challenges facing local hospital services in South Tyneside and Sunderland and why services must change.
- Short survey of public and patient (or their carers) views on what's important to them when accessing hospital-based care. The survey is available in print and online at: <https://www.surveymonkey.co.uk/r/p2ephasetwo>.

How to get involved

- Visit our website: www.pathtoexcellence.org.uk
- Watch the new Phase Two [animation video](#)
- Read the [Draft full case for change](#), [summary case for change](#) or [Easy read version](#).
- Complete our survey: <https://www.surveymonkey.co.uk/r/p2ephasetwo>
- Email us: excellence@nhs.net
- Call us: 0191 2172670
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